

# Maine CDC WIC Nutrition Program

## Interpreter Services Guidelines



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

*Maine CDC WIC Nutrition Program*

State House Station 11

Augusta, Maine 04333

207-287-3991 / 1-800-437-9300

TTY Maine Relay 771

FAX: 207-287-3993

[www.WICforME.com](http://www.WICforME.com)

## Maine CDC WIC Nutrition Program Interpreter Services Guidelines

The State of Maine currently holds contracts with the several organizations which provide Interpreter Services. You may use **only** the organizations with which the State of Maine holds a valid contract. Those organizations are:

### **American Sign Language Interpreting Services**

#### Certified Interpreting

P.O. Box 6500, Brunswick, ME 04011

Tel: 798-7995 (V/TTY), 729-0875 (FAX)

E-mail: [Services@CIMaine.com](mailto:Services@CIMaine.com) Web site: [www.CIMaine.com](http://www.CIMaine.com)

#### KEWL ASL

Deborah Meyers

15 Jones Road

Somerville, ME 04348

Tel: 207-549-4733(V/TTY), 240-3177 (Cell/Text), 1-866-755-5201 (VP)

E-mail: [kewlasl@gmail.com](mailto:kewlasl@gmail.com)

#### Mary Jane Grant Interpreting

PO Box 843, 84 Ridley Road

Sanford, ME 04073

Tel: 207-651-3146 (V), 207-213-1325 (VP), 866-825-9910 (fax)

Email: [mjgrantinerpreting@gmail.com](mailto:mjgrantinerpreting@gmail.com) Website: [www.maryjanegrant.com](http://www.maryjanegrant.com)

#### Pine Tree Society

71 US Route 1 Suite B, Scarborough, ME 04074

885-0536 (V/TTY); 1-866-945-1109 (VP), 885-0076 (FAX)

E-mail: [interpreting@pinetreesociety.org](mailto:interpreting@pinetreesociety.org); Web site: [www.pinetreesociety.org](http://www.pinetreesociety.org)

#### Professional Interpreting

14 Torrey St.

Portland, ME 04013

Tel: 774-3068 (V/TTY), 774-8701 (Fax)

E-mail: [ProfessionalInterpreting@maine.rr.com](mailto:ProfessionalInterpreting@maine.rr.com) or [kris120@juno.com](mailto:kris120@juno.com)

Website: [www.professionalinterpretinginc.com](http://www.professionalinterpretinginc.com)

### **In Person Spoken Language Interpreting Services**

#### Stuart B. Consultants, Inc. d/b/a Birnbaum Interpreting Services

8555 16<sup>th</sup> St., Suite 400

Silver Spring, MD 20910 .....301-587-8555 ext. 122

## Maine CDC WIC Nutrition Program Interpreter Services Guidelines

Contracted Languages available:

English, Somali, Spanish, German, Russian, French, Dutch, Flemish, Arabic and Portuguese

### Catholic Charities Maine (RIS)

80 Sherman St. PO Box 10660

Portland, ME 04104.....207-781-8550 or 523-2700

Contracted Languages available:

Acholi	French	Persian (Farsi)
Albanian	German	Portuguese
Amharic	Greek	Romanian
Arabic (Classic)	Italian	Russian
Arabic (Sudanese)	Khmer (Cambodian)	Serbo-Croatian
Azerbaijani	Kinyarwanda	Somali
Bosnian	Kinyumulenge	Spanish
Bulgarian	Kirundi	Swahili
Burmese	Kurdish	Tigrinya
Chinese (Mandarin)	Lingala	Turkish
Chinese (Cantonese)	Oromo	Vietnamese
Dari	Pashto	

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Geneva Worldwide, Inc.

256 West 38<sup>th</sup> St., 10<sup>th</sup> Floor

New York, NY 10018.....212-255-8400 ext. 166

Contracted Languages available:

Afrikaans	Farsi	Kurdish	Shanghainese
Akan	Fijian	Lanzhaou	Sichuan
Albanian	Finnish	Lao	Sicilian
ASL	Flemish	Latvian	Sinhalese
Amharic	French	Lebanese	Slovak
Arabic	French Canadian	Lithuanian	Somali
Armenian	Frisian	Maithili	Somali Bantu
Ashanti	Fulde	Malay	Spanish
Assyrian	Fuzhou	Malayalam	Sudanese
Azeri	Ga	Maltese	Swahili
Bahasa (Malaysia)	Georgian	Mandarin	Swedish
Bambara	German	Mandinka	Tagalog
Basque	Greek	Marathi	Taiwanese
Bassa	Greenlandic	Marshallese	Tamir
Belorussian	Gujarati	May-May	Tatar
Bengali	Hakka	Mien	Telugu
Bosnian	Hebrew	Mongolian	Teochew
Bulgarian	Hindi	More	Thai
Burmese	Hmong	Myanmar	Thai Dam
Cambodian	Hunanese	Navajo	Tibetan
Canjobal	Hungarian	Nepali	Tigrinya
Cantonese	Ibo	Norwegian	Toisanese
Cape Verde	Icelandic (modern)	Nuer	Tongan
Cebuano	Ilocano	Oromifa	Trukese
Chamorro	Indo	Pampangan	Turkish
Chinese Yunnan	Italian	Pangasinan	Turkmen
Choujo	Jaaxanke	Pashtu	Twi
Chukchi	Japanese	Polish	Uighur
Chuukese	Javanese	Ponapean	Ukrainian
Cotocoli	Kannada	Persian	Urdu
Creole (Haitian, French)	Karen	Portuguese (Brazil, European)	Uzbek
Croatian	Kazakh	Pulaar	Vietnamese
Czech	Khmer	Punjabi	Visayan
Danish	Kinyarwanda	Quechua	Welsh
Dari	Kirundi	Romanian	Wolof
Dinka	Korean	Russian	Xhosa
Dutch	Kosrae	Samoa	Yiddish
Estonian	Kpelle	Sara	Yoruba
Ewe	Krahn	Serbian	Zulu

## Maine CDC WIC Nutrition Program Interpreter Services Guidelines

### House of Languages

795 Congress St.

Portland, ME 04102.....207-423-9962

Contracted Languages available:

Acholi	Kirundi	Somali
Arabic	Kinyarwanda	Sudanese Arabic
Bosnian	Mongolian	Swahili
Chinese Cantonese	Portuguese	Ukrainian
Chinese Mandarin	Russian	Vietnamese
French	Serbian	
Italian	Spanish	

### Maine State Interpreters

237 Oxford St., Suite 26-C

Portland, ME 04101 .....207-450-6035

Contracted Languages available:

Acholi	Farsi	Portuguese	Urdu
Albanian	French	Romanian	Vietnamese
Amharic	German	Russian	Zandi
Asiri	Greek	Serbo Croatian	
Arabic	Khmer	Somali	
Bangla	Kinyarwanda	Spanish	
Bulgarian	Kirundi	Sudanese Arabic	
Chinese Cantonese	Lingala	Swahili	
Chinese Mandarin	Nuer	Thai	
Dinka	Polish	Turkish	

*Other languages may be available upon request*

### New England Interpreter Service

94 Washington Ave.

Portland, ME 04101 .....207-409-5514

Contracted Languages available:

Acholi	Farsi	Nuer
ASL	French	Russian
Amharic	Furo	Serbo-Croatian
Arabic	Japanese	Somali

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Bari	Juba Arabic	Spanish
Bulgarian	Khmer	Sudanese/Arabic
Cambodian	Kinyarwanda	Swahili
Cantonese	Kirundi	Vietnamese
Darfur	Lingalla	Zande
Dinka	Mandarin	

### United Somali Women of Maine

265 Lisbon St., 2<sup>nd</sup> Floor

Lewiston, ME 04243 .....207-753-0061

Contracted Languages available:

Acholi	French	Mai Mai
Amharic	Kinyarwanda	Somali
Arabic	Kirundi	
Dinka	Kiswahili	

## **Telephonic Interpreting Services**

### Corporate Translation Services

d/b/a CTS Language Link

911 Main St., Suite 10

Vancouver, WA 98660 .....360-433-0435

## Maine CDC WIC Nutrition Program Interpreter Services Guidelines

Albanian	Ilcano	Samoan
Amharic	Indonesian	Serbian
Arabic	Inupiaq	Serbo Croatian
Armenian	Iraqi Arabic	Sinhalese
Bengali	Italian	Slovak
Bosnian	Japanese	Somali
Bulgarian	Karen	Sorani
Burmese	Khmer	Spanish
Cambodian	Kirundi	Sudanese Arabic
Cantonese	Korean	Swahili
Chin	Kunama	Swedish
Chuukese	Kurdish	Tagalog
Croatian	Laotian	Taiwanese
Czech	Maay	Tamil
Danish	Malay	Thai
Dari	Malayalam	Tibetan
Dinka	Marshallese	Tigrinya
Ewe	Mien	Taishanese
Farsi	Mixteco	Tongan
French	Mongolian	Turkish
Fulani	Nepali	Ukrainian
German	Nuer	Urdu
Greek	Oromo	Vietnamese
Gujarati	Pashto	Yupik
Haitian Creole	Persian	
Hausa	Polish	
Hebrew	Portuguese	
Hindi	Punjabi	
Hmong	Romanian	
Hungarian	Russian	
The following have been added for 2015-2016:		
Akan	French Canadian	Norwegian
Apache	Fukienese	Patois
Assyrian	Fuzhou	Portuguese Creole
Bambara	Georgian	Sicilian
Behdini	Ibo	Tewa
Catalan	Kashmiri	Towa
Chiu-Chow	Krio	Uzbek
Dutch	Latvian	Wolof
Estonian	Lithuanian	Yoruba
Finnish	Macedonian	
Flemish	Moroccan Arabic	

## Maine CDC WIC Nutrition Program Interpreter Services Guidelines

Linguistica International, Inc.

8819 South Redwood Road, Suite D.

Jordan, UT 84088 .....1-866-908-5744

Akan	Flemish	Kunama	Serbian
Albanian	French	Kurdish	Serbo Croatian
Amharic	French Canadian	Laotian	Sicilian
Apache	Fukienese	Latvian	Sinhalese
Arabic	Fulani	Lithuanian	Slovak
Armenian	Fuzhou	Maay	Somali
Assyrian	Georgian	Madecinian	Sorani
Bambara	German	Malay	Spanish
Behdini	Greek	Malayalam	Sudanese Arabic
Bengali	Gujarati	Mandarin	Swahili
Bosnian	Haitian Creole	Marshallese	Swedish
Bulgarian	Hausa	Mien	Tagalog
Burmese	Hebrew	Mixteco	Taiwanese
Cambodian	Hindi	Mongolian	Tamil
Cantonese	Hmong	Moroccan Arabic	Tewa
Catalan	Hungarian	Nepali	Thai
Chin	Ibo	Norwegian	Tiwa
Chuukese	Ilocano	Nuer	Tibetan
Chiu-Chow	Indonesian	Oromo	Tigrinya
Croatian	Inupiaq	Pashto	Taishanese
Czech	Iraqi Arabic	Patois	Tongan
Danish	Italian	Persian	Towa
Dari	Japanese	Polish	Ukrainian
Dinka	Karen	Portuguese	Urdu
Dutch	Kashmiri	Portuguese Creole	Uzbek
Ewe	Khmer	Punjabi	Vietnamese
Estonian	Kirundi	Romanian	Wolof
Farsi	Korean	Russian	Yoruba
Finnish	Krio	Samoan	Yupik

### Procedure and Tips for Working with Interpreters

Each agency must maintain a log for all interpreter services in the format shown below. If the interpreter was unavailable, please also indicate that in the list. Be sure to submit the log to the State Agency at least on a monthly basis.



## Maine CDC WIC Nutrition Program Interpreter Services Guidelines

INTERPRETER LOG				
AGENCY _____ FOR THE MONTH OF _____, 20____				
DATE	INTERPRETER AGENCY	INTERPRETER NAME	PARTICIPANT ID #	LENGTH OF APPOINTMENT

### **You Receive a Call**

- Place the **Limited English Speaker** (LES) on conference hold (flash button?).
- Call an Interpreter Service designated by the State
- Provide the appropriate billing information. If this is the first time using this particular vendor, be sure the vendor contacts the State Financial Manager to set up the appropriate billing account/information.
- Request the language your caller speaks
- When the interpreter is connected, explain the situation
- Conference in your limited English-speaking caller (press flash again?).

### **You Need to Make a Call**

- Dial the Interpreter Service
- Provide the appropriate billing information as stated above.
- When the interpreter is connected, explain the situation.
- Call your limited English-speaking client, or the interpreter can place the call for you within the U.S. or Canada.

If the client needing the interpreter service is present, please be sure to use a speaker phone if available.

## Maine CDC WIC Nutrition Program Interpreter Services Guidelines

1. **BRIEF THE INTERPRETER** - Identify the name of your organization to the interpreter, provide specific instructions of what needs to be done or obtained, and let him/her know whether you need help with placing a call. If you need the interpreter to help you place a call to the Limited English Proficient (LEP) customer, you may ask the interpreter for a dial-out. There is a limited amount of time allotted for placing a dial-out once the interpreter is on the phone. Therefore, it is important that you provide a brief introduction and specific instructions to the interpreter in a timely manner.
2. **SPEAK DIRECTLY TO THE CUSTOMER** - You and your customer can communicate directly with each other as if the interpreter were not there. The interpreter will relay the information and then communicate the customer's response directly back to you.
3. **SPEAK NATURALLY, NOT LOUDER** - Speak at your normal pace, not slower.
  - **SEGMENTS** - Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your interpreter is trying to understand the meaning of what you're saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the interpreter time to deliver your message.
  - **CLARIFICATIONS** - If something is unclear, or if the interpreter is given a long statement, the interpreter will ask you for a complete or partial repetition of what was said, or clarify what the statement meant.
4. **ASK IF THE LEP UNDERSTANDS** - Don't assume that a limited English-speaking customer understands you. In some cultures a person may say 'yes' as you explain something, not meaning they understand but rather they want you to keep talking because they are trying to follow the conversation. Keep in mind that a lack of English does not necessarily indicate a lack of education.
5. **DO NOT ASK FOR THE INTERPRETER OPINION** - The interpreter's job is to convey the meaning of the source language and under no circumstances may he or she allow personal opinion to color the interpretation. Also, do not hold the interpreter responsible for what the customer does or does not say. For example, when the customer does not answer your question.
6. **EVERYTHING YOU SAY WILL BE INTERPRETED** - Avoid private conversations. Whatever the interpreter hears will be interpreted. If you feel that the interpreter has not interpreted everything, ask the interpreter to do so. Avoid interrupting the interpreter while he/she is interpreting.
7. **AVOID JARGON OR TECHNICAL TERMS** - Don't use jargon, slang, idioms, acronyms, or technical medical terms. Clarify unique vocabulary, and provide examples if they are needed to explain a term.
8. **LENGTH OF INTERPRETATION SESSION** - When you're working with an interpreter, the conversation can often take twice as long compared with one in English. Many concepts you express have no equivalent in other languages, so the interpreter may have to describe or paraphrase many terms you use. Interpreters will often use more words to interpret what the original speaker says simply because of the grammar and syntax of the target language.
9. **READING SCRIPTS** - People often talk more quickly when reading a script. When you are reading a script, prepared text, or a disclosure, slow down to give the interpreter a chance to stay up with you.
10. **CULTURE** - Professional interpreters are familiar with the culture and customs of the limited English proficient (LEP) customer. During the conversation, the interpreter may identify and clarify a cultural issue they may not think you are aware of. If the interpreter feels that a particular question is culturally inappropriate, he or she might ask you to either rephrase the question or ask the interpreter to help you in getting the information in a more appropriate way.
11. **CLOSING OF THE CALL** - The interpreter will wait for you to initiate the closing of the call. When appropriate, the interpreter will offer further assistance and will be the last to disconnect from the call. Remember to thank the interpreter for his or her efforts at the end of the session.

## **Maine CDC WIC Nutrition Program Interpreter Services Guidelines**

## Maine CDC WIC Nutrition Program Interpreter Services Guidelines

Each agency is issued a different Billing Code/Bureau code.  
When prompted use the code for your Agency as listed below.

Agency Name	Billing/Bureau Code
Aroostook County Action Program	WC308
Bangor Department of Health and Community Services	WC306
Mid Coast Maine Community Action Program	WC304
Downeast Health Services, Inc	WC307
HealthReach Network	WC305
The Opportunity Alliance	WC302
Western Maine Community Action Program	WC303
York County Community Action Corp	WC301
State Office	WC313

## Appendix 1

### Linguistica International Telephonic Interpreter Access Instructions:

1. Call (866) 908-5744  
If you need a Spanish Interpreter, you will be connected immediately by pressing “2” when prompted. If you need any other language, press “0” or stay on the line.
2. Provide your account number.
3. Hold as the operator connects you to the interpreter.
4. Conference in the non-English speaker (if you don’t have conferencing capability tell the coordinator and he or she will conference you with all parties).
5. Begin conversation.

[www.linguisticainternational.com](http://www.linguisticainternational.com).

# Maine CDC WIC Nutrition Program Interpreter Services Guidelines

## Appendix 2

Catholic Charities/RISinterpret is <http://www.ccmaine.org/RISinterpret>.

### Requesting an Interpreter

- ♦ Please fill out the **Interpreter Request Form** and fax it to (207) 774-7166.
- ♦ The Interpreter Request Form must be filled out and faxed to the RISinterpret office each time an interpreter is needed.
- ♦ They do not accept any requests over the telephone.
- ♦ It is important to note that the interpreters are on-call employees. Whenever possible, please give at least 48 hours notice to schedule an interpreter. Every attempt will be made to fill your request; however, all requests are subject to the availability of interpreters.

### Confirmation

Once the interpreter has been assigned, you will receive the Interpreter Request Form back, by fax, with the name of the assigned interpreter in the space at the bottom. If the interpreter is not available for the requested time, RISinterpret will contact you to make alternative arrangements.

### Billing

If you are requesting our services for the first time, please fill out the **Billing Information Form** and fax it along with the **Interpreter Request Form**.

- ♦ **When filling out the Billing form for the first time, please use the following information for the Billing address.**

DHHS/Maine CDC WIC Program  
Thomas Blier, Financial Manager  
207-287-1469  
286 Water St, 6<sup>th</sup> Floor Key Plaza  
Augusta ME 04330

- ♦ The Agency address should contain your WIC Bureau/billing/task code from the list below:
- ♦
- ♦ York County Community Action Corp .....WC301
- ♦ The Opportunity Alliance .....WC302
- ♦ Western Maine Community Action Program..... WC303
- ♦ MidCoast Maine Community Action ..... WC304
- ♦ HealthReach Network.....WC305
- ♦ City of Bangor, Health & Community Services .....WC306
- ♦ DownEast Health Services ..... WC307
- ♦ Aroostook County Community Action Program .....WC308

### Cancellations

Please inform them as soon as possible of appointment cancellations. For the same day cancellations you will be charged for the request.

# Maine CDC WIC Nutrition Program Interpreter Services Guidelines



RISinterpret  
250 Anderson Street  
Portland, ME 04101  
Phone: (207) 523-2700  
Toll free: 1-866-200-3963  
Fax: (207) 774-7166  
[risinterpret@ccmaine.org](mailto:risinterpret@ccmaine.org)

## INTERPRETER REQUEST FORM

Agency/Company Name \_\_\_\_\_ Department/Program \_\_\_\_\_  
Your Name \_\_\_\_\_ Today's Date \_\_\_\_\_  
Your Telephone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail (optional) \_\_\_\_\_

## APPOINTMENT SPECIFICATIONS

Language Needed \_\_\_\_\_  
Appointment Date & Time \_\_\_\_/\_\_\_\_/\_\_\_\_ : \_\_\_\_ to \_\_\_\_ : \_\_\_\_  
Appointment Location (please be very specific; attach directions if needed) \_\_\_\_\_  
\_\_\_\_\_  
Name of the Non-/Limited-English Speaker (Mr.) (Ms.) \_\_\_\_\_  
☐ Check box if you would like a 48 hour reminder call.  
Patient number(s) \_\_\_\_\_  
Additional notes \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Upon filling your request, we will fax this form back to you with the interpreter details in the coversheet.

*Is the fax machine misbehaving again?*

*Can you never find the request forms when you need them?*

*Want to see all your appointments at a glance?*

**RISinterpret now offers the convenience of on-line scheduling!**

Call 523-2700 today to talk to our Interpreter Services Manager about using our scheduling website!

## Maine CDC WIC Nutrition Program Interpreter Services Guidelines



RISinterpret  
250 Anderson Street  
Portland, ME 04101  
Phone: (207) 523-2700  
Toll free: 1-866-200-3963  
Fax: (207) 774-7166  
[risinterpret@ccmaine.org](mailto:risinterpret@ccmaine.org)

### Billing Information Form

Thank you for your interest in RISinterpret. We appreciate your business and look forward to a lasting business relationship. Please complete the following information and return to RISinterpret.

Agency/Company Name \_\_\_\_\_

Department \_\_\_\_\_

Your Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_

Billing Address (if different from above)

Agency/Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_

Phone Number \_\_\_\_\_

Billing Address \_\_\_\_\_